

How Hilton Clark Sun Valley Resort saved 17,000 meals from the bin while maintaining the ultimate guest experience

At Hilton Clark Sun Valley Resort in the heart of Pampanga, the guest experience is the top priority. Picture a place of escape, where tranquillity and attentive service are the cornerstones. Each element is thoughtfully chosen to foster relaxation and a premium stay.

The guest experience at this resort always comes first, and the team strives to continuously raise the bar. Hilton’s Travel with Purpose campaign carries a straightforward mission: to cut food waste in half by 2030. It’s a big number but something any hotel can tackle. It begins with one practical step — reporting food waste. For Silke Astillero, Hygiene & Sustainability Manager of Hilton Clark Sun Valley Resort, already in the know about Winnow's impact,

the campaign was a welcome call to action. She led the charge to bring Winnow into their daily practices with a keen eye on the future. Her proactive approach resonated with the team, setting the groundwork for significant improvements in how they operate.

The true skill, however, is seen in how the resort maintains outstanding guest satisfaction which might seem like a challenge. Silke and the team at Hilton Clark Sun Valley Resort have managed to turn Winnow into a positive impact on the experience of their guests. They have embraced Winnow's data-driven insights. They take Winnow's reports and turn them into actionable strategies that enhance the guest experience.

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Silke Astillero
Hygiene & Sustainability Manager
 Hilton Clark Sun Valley Resort



Waste reduction results



30 tonnes of CO2 emissions prevented



30% reduction in food waste in 4 months



₱240,766 saved in food costs



17,000 meals saved from the landfill

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The first example of this is the buffet service, where they started carefully managing food portions and refills to ensure every dish served was at its peak of freshness and quality. This meticulous approach means their guests enjoy hotter and fresher meals tailored to their tastes. Beyond just tracking preferences, the team has deepened their understanding of waste patterns which leads to more informed choices.

With Winnow's real-time feedback, they've gained a heightened awareness of the foods that end up uneaten. This has prompted a smart refinement of their offerings, such as introducing alternative vegetarian options to replace less popular items like steamed vegetables at breakfast. Moreover, they've tackled the issue of perishable greens head-on by shifting to hydroponically sourced vegetables, significantly reducing spoilage and ensuring the verdant freshness that guests appreciate.

We looked at Winnow's data and saw that our leafy greens weren't staying fresh. To make sure our guests always have the freshest vegetables on their plates, we switched to a supplier who grows them using hydroponics. It's all about giving our guests the best. We've optimized portion control and quantity at the buffet station, making the food in smaller batches and refilling it more often. The food then arrives fresher and hotter to our guests which helps a lot with maintaining our high guest satisfaction scores, says Silke.

By smartly integrating Winnow's technology, the hotel has not only achieved impressive waste reduction results but also ensured that each guest's dining experience is exceptional.

It's a testament to the team's dedication to freshness, quality, and a sustainable future.

About Winnow

Winnow develops Artificial Intelligence (AI) tools to help chefs in large businesses like hotels, contract caterers, casinos, and cruise ships to run more profitable, and sustainable kitchens by cutting food waste in half.

Measuring food waste is a challenge for all commercial kitchens with up to 20% of all food purchased going to waste. Winnow offers a solution for every kitchen.

Our analytics platform and reporting suite help teams pinpoint waste quickly, allowing enterprises to drive significant waste reductions at scale. Kitchens that use Winnow cut food waste by half on average, driving food purchasing costs down by 3%-8%, improving margins whilst doing the right thing. Winnow is deployed in over 60 countries with offices in London, Dubai, Singapore, Cluj, and Chicago.



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